



To Our Valued Clients,

With the increasing concern surrounding COVID-19 and the speed at which the situation continues to evolve, we want to be sure you know that our top priority remains the care of our patients and safety of our teams.

As healthcare providers in these unprecedented times, we face a unique set of challenges in ensuring that care and safety.

Here are some of the steps we have been taking:

- We are continuously monitoring information from the CDC and World Health Organization (WHO) and providing relevant updates to team members and customers as soon as available.
- We are continuously reviewing our inventories and working closely with our supplier partners and drug manufacturers to ensure we can provide uninterrupted service to our customers.
- We are keeping in close contact with our pharmacy team members so that they can serve as a resource for patients and help accurately address their questions and concerns.
- We are doing our best to protect our employees by developing processes for working remotely where possible. Our pharmacists and technicians are on the front lines serving patients, so we continue to reinforce the steps necessary to lessen their risk of infection and transmission.
- We are continuing to offer free delivery as well as filling 90-day prescriptions when possible to lessen the travel for patients who receive their medication at the pharmacy.

Our role as healthcare providers may present us with unique challenges, but our long-standing commitment to excellence and personal care makes us uniquely prepared to face those challenges. We will continue to be thoughtful, flexible, and innovative as we work to ensure the safety of our pharmacy teams and the uninterrupted care of our patients.

We will provide any relevant updates as they are available. In the meantime, please don't hesitate to reach out to your account executive team if you have any questions.

We are all in this together.

A handwritten signature in black ink, appearing to read "Lorrie Carr", written in a cursive style.

Lorrie Carr
CEO